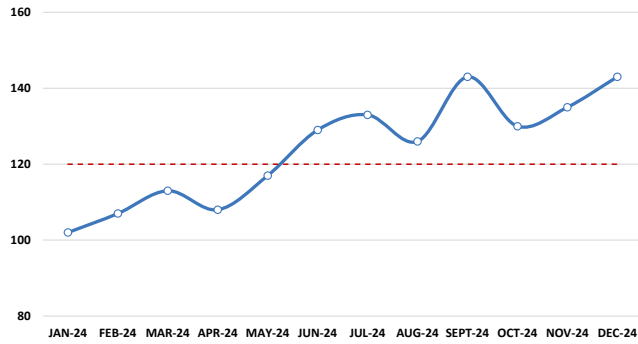


EMPTY COUNCIL HOMES **143**

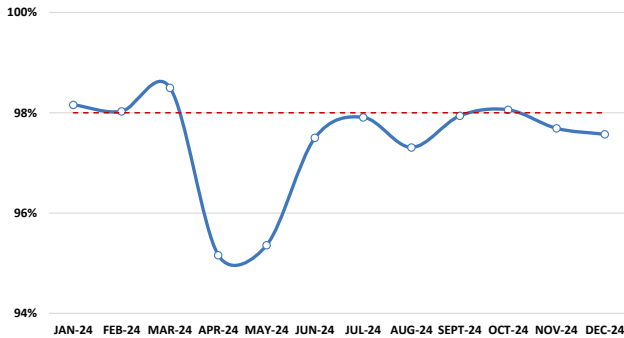
TARGET: <120



The number of void properties (HMS 8) held has increased, now up to 143 properties. This is again attributed to a high number of properties being received by the Council from tenants with well over what is considered routine void work to be completed prior to reletting. The Area Housing Manager is working with other service managers within the Council and HTS to reduce this number with a focus on making offers of accommodation and ensuring that HTS's resources are prioritised accordingly to deal with these more challenging voids. It is also expected that with the progression of the stock condition surveys that these issues will be picked up with the tenant still in situ and could be remedied prior to the void period however this obviously won't cover some tenancies for example where they pass away or are evicted.

HOUSING RENT **97.57%**

TARGET: >98%

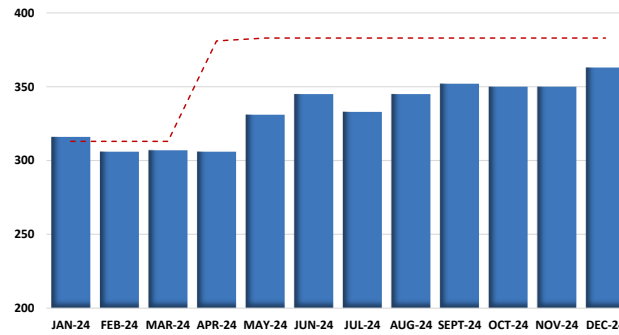


Rent collection performance for December reduced by 0.12% from November, although this represented an increase of 0.19% compared to the same period last year, and performance remains on track to meet target.

TEMPORARY ACCOMMODATION **363**

23/24 TARGET: <313

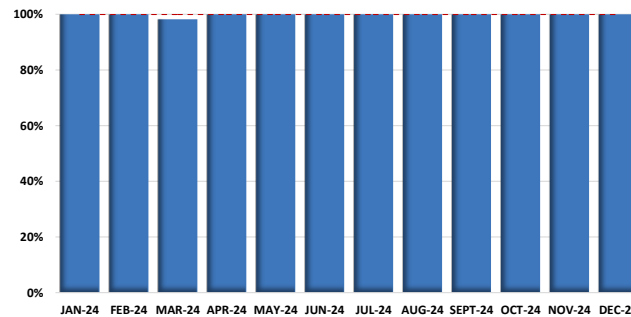
24/25 TARGET: <383



The number of households living in temporary accommodation increased by 13, there were increased presentations and out of hour calls during December, and numbers in temporary accommodation are expected to increase given recent trends.

LEASED SERVICE CHARGE COLLECTION **100%**

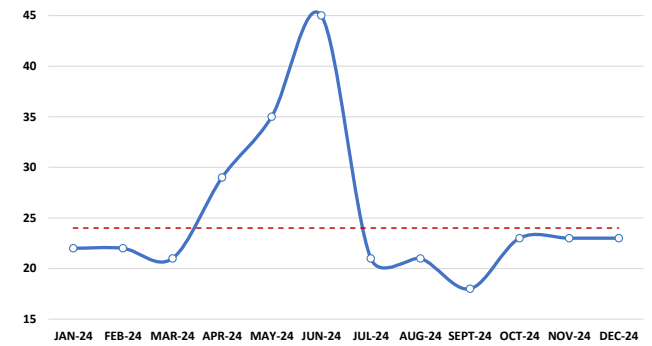
TARGET: 100%



Leasehold Service Charge collections for December are on track to achieve expected year-end figures.

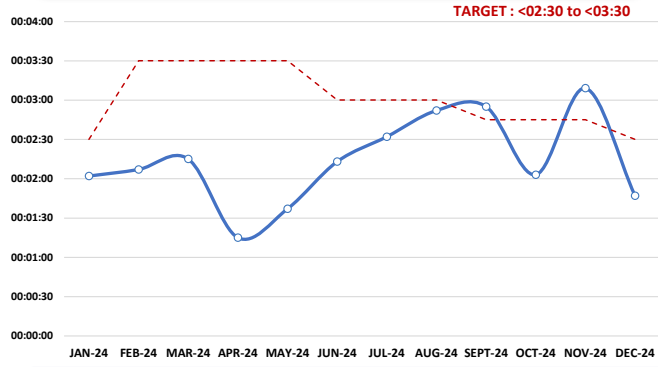
RE-LETTING HOUSING **23**

TARGET: <24



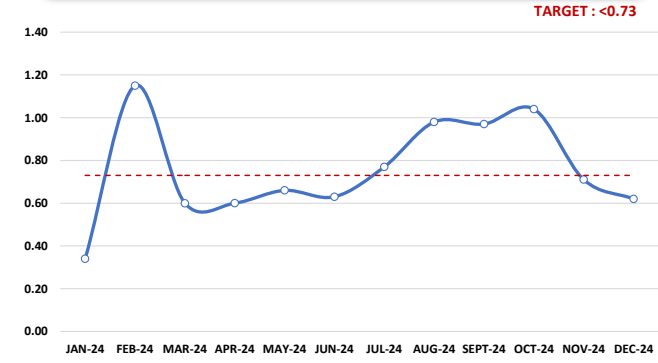
Performance on BVPI 212 (void turnaround time) continues to perform well and remains within target at 23 days.

CALL WAITING TIMES **01:47**



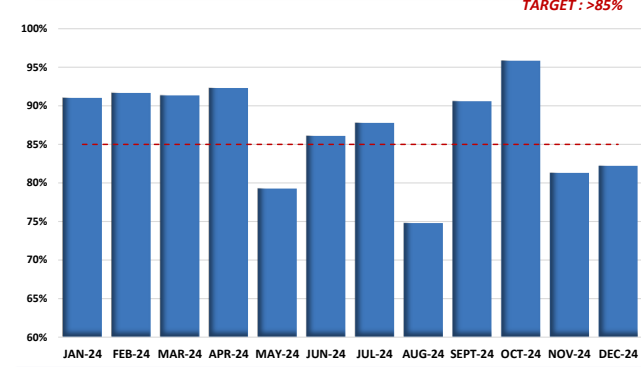
Call waiting times increased during November due to an increase in number of calls received; this was related to the introduction of the new housing allocations policy which lead to an increase in enquiries.

STAFF SICKNESS ABSENCE **0.62**



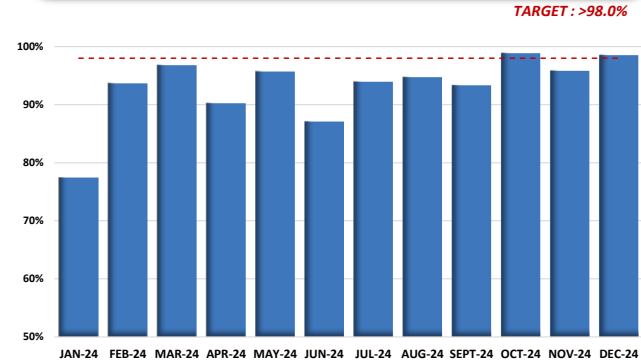
There has been a reduction of employees on long term sickness during the reporting period.

CUSTOMERS COMPLAINTS **82.22%**



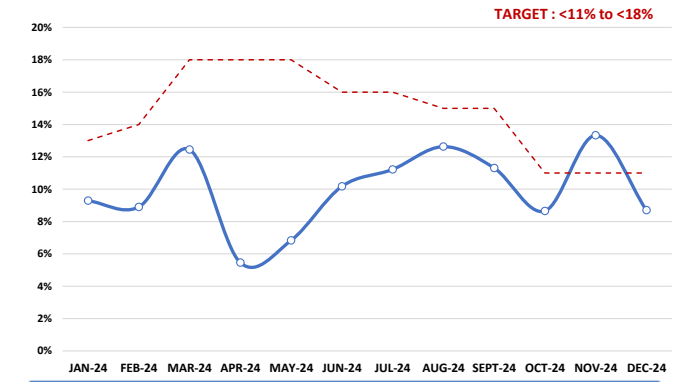
Complaints responded to out of target were less than 5 days overdue in all but 6 cases; a number of factors contribute towards complaints taking longer to respond to than target dates for example where complaints cover multiple services.

INVOICE PAYMENTS **98.51%**



Performance for invoices paid within 30 days fell slightly in November and increased in December; 39 invoices were paid outside the 30 day target.

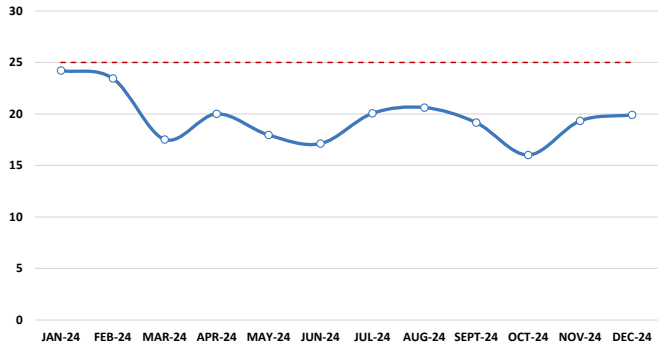
ABANDONED CALLS **8.70%**



Reduced call rate has led to increase in performance.

NEW BENEFIT CLAIMS **19.91**

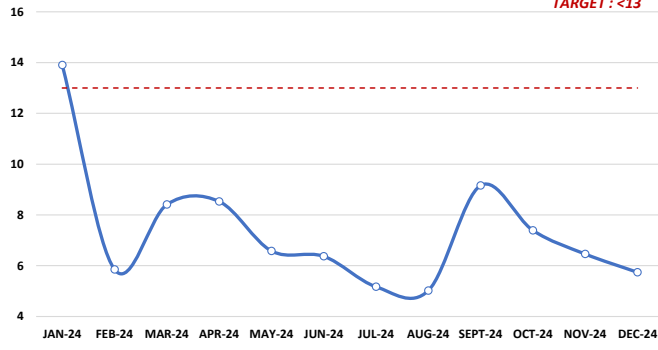
TARGET: <25



Processes within the benefits team continue to provide good turnaround times for new claimant applications to be processed.

CHANGES IN CIRCUMSTANCES **5.74**

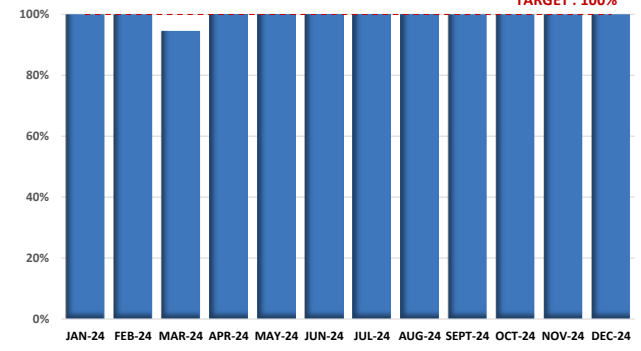
TARGET: <13



Processes within the benefits team continue to provide good turnaround times for changes in circumstances.

COUNCIL TAX **100%**

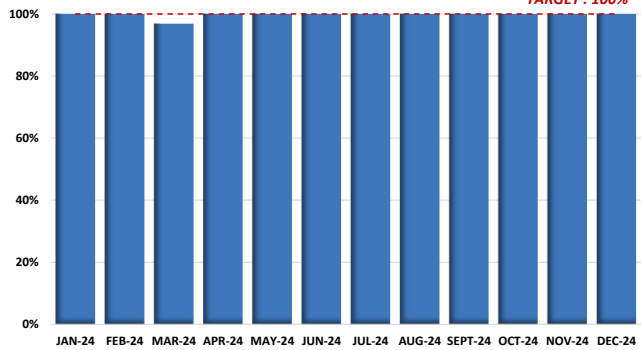
TARGET: 100%



Council Tax collections for December are on track to achieve expected year-end figures.

BUSINESS RATES **100%**

TARGET: 100%

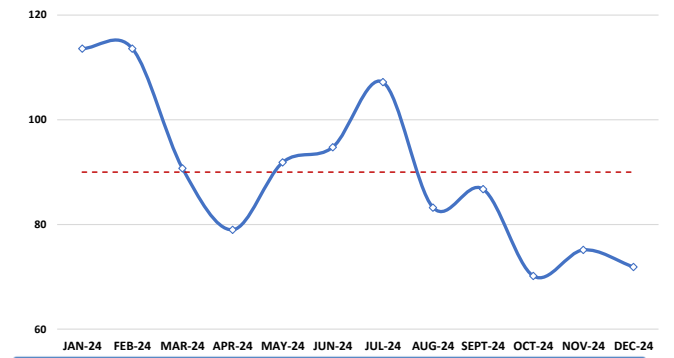


Business Rate collections for December are on track to achieve expected year-end figures.

ENVIRONMENT PERFORMANCE

MISSED BIN COLLECTIONS **71.88**

TARGET: <90



The number of missed bins continues to remain low.